

**SYSTEMS, METHODS AND COMPUTER PROGRAM PRODUCTS FOR
RECEIVING AND RESPONDING TO CUSTOMER REQUESTS FOR TRAVEL
RELATED INFORMATION**

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ABSTRACT OF THE DISCLOSURE

Systems, methods and computer program products enabling customers to communicate requests to travel experts located in a cities around the globe. A particular customer's request is received by one or more experts located in a city to which the
10 consumer has expressed interest in travelling. The one or more experts respond to the customer request by providing the customer information or offering to help the customer with travel arrangements. Because the experts are located in travel destinations the experts have special knowledge regarding travel inquiries related to the city to which the customer wishes to travel. Communication between the customers and experts may be
15 facilitated, coordinated and monitored through the use of a destination expert server in communication with the customers and experts via the Internet.

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